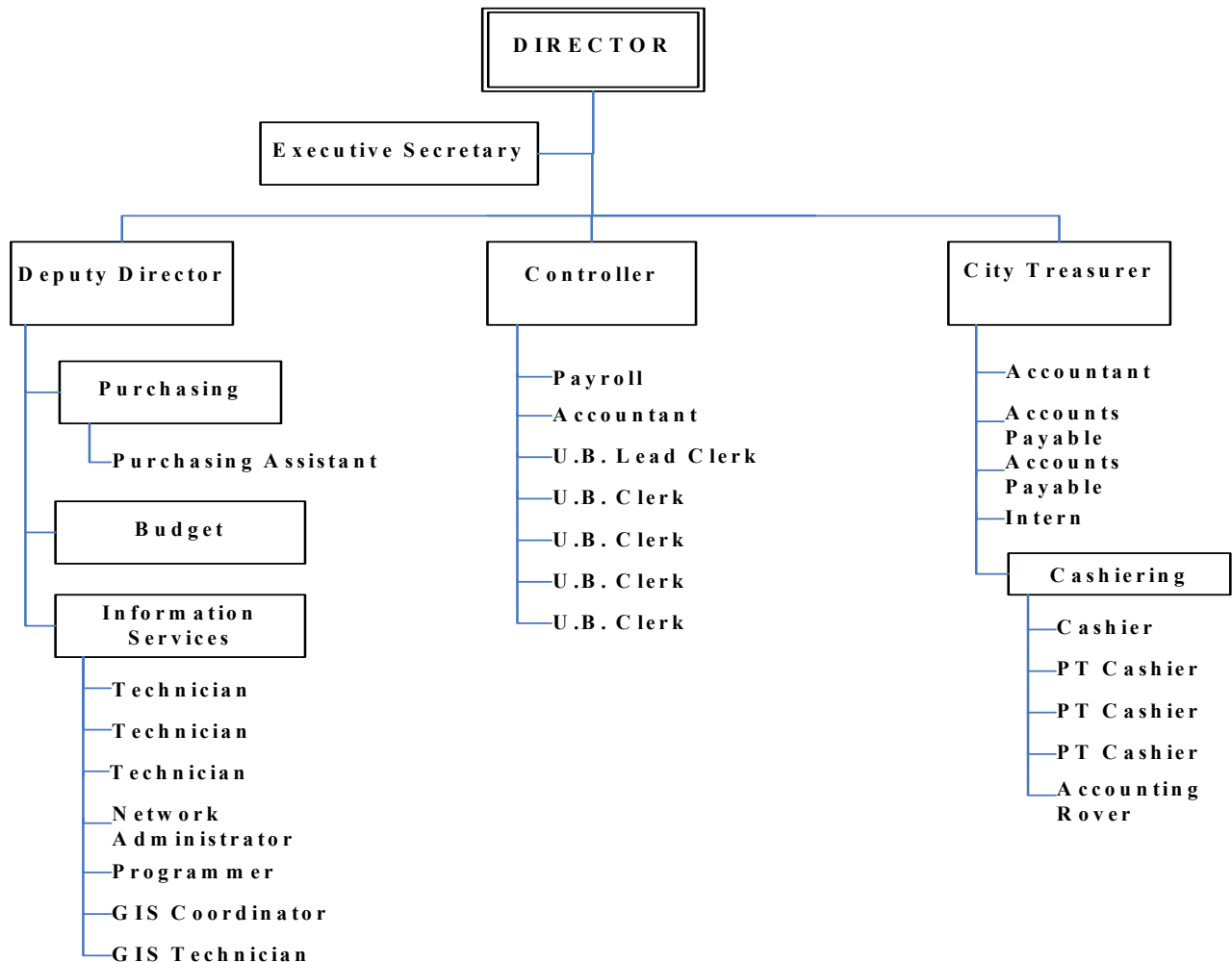


Department Organization

Finance & Information Services

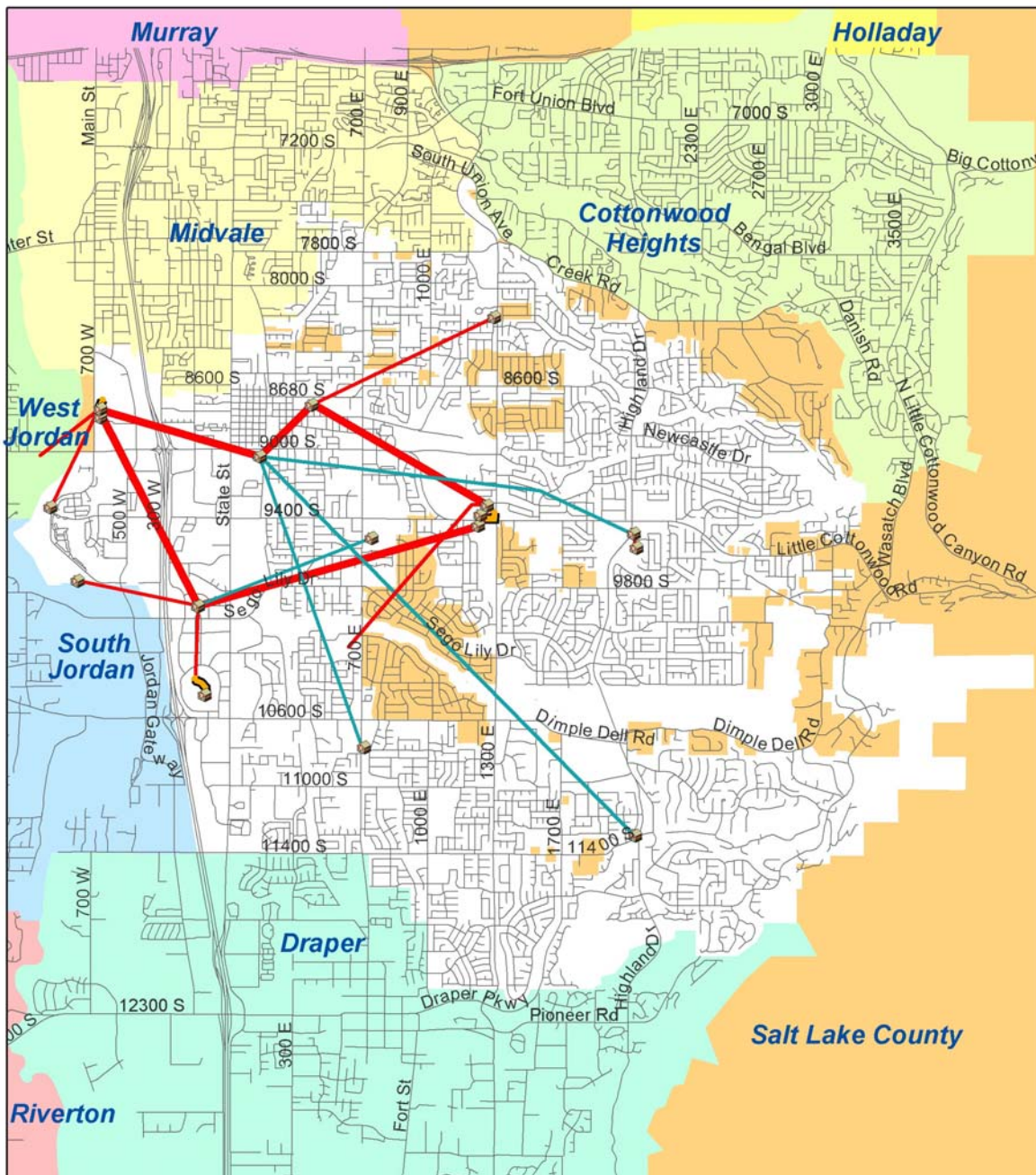


Department Description

The Finance & Information Services department has the responsibility of acting as the gatekeeper for the city. The Department provides budget, purchasing, accounting, utility billing, and funding direction for the city.

Department Mission

The mission of the Finance & Information Services department is to provide information and support services for city administration, operating departments, and citizens in accordance with applicable requirements and regulations.



Legend

- T-1
- Wireless 10
- Fiber
- Wireless 18

Information Systems Network

Scale: 1 Inch = 1 Mile

1 0.5 0 1 Miles



Produced by Sandy City GIS
Jason DeWitt, GIS Technician
April 15, 2005

Policies & Objectives

Finance & Information Services Administration

- Maintain AA+ bond rating.
- Maintain adequate fund balance/working capital reserves for each fund.
- Maintain a high debt payoff ratio (65% or more of principal in 10 years).

Five-year Accomplishments

- Received bond rating upgrade from AA to AA+.
- Increased general fund balance reserve from 8.4% estimated revenues to 11.5% of estimated revenues.
- Maintained 10-year principal debt payoff below 65%.

Significant Budget Issues

No significant budget issues.

Budget Information

Finance & Information Services Administration

Department 170	2003 Actual	2004 Actual	2005 Actual	2006 Estimated	2007 Approved
Financing Sources:					
General Taxes & Revenue	\$ 256,265	\$ 200,912	\$ 223,454	\$ 256,842	\$ 184,082
Administrative Charges					
31415 Information Services	31,249	34,367	31,043	30,672	78,835
Total Financing Sources	\$ 287,514	\$ 235,279	\$ 254,497	\$ 287,514	\$ 262,917
Financing Uses:					
411111 Regular Pay	\$ 156,096	\$ 154,640	\$ 159,894	\$ 166,224	\$ 172,737
411113 Vacation Accrual	-	-	-	510	573
411121 Temporary/Seasonal Pay	6,469	2,392	-	-	-
411131 Overtime/Gap	619	22	-	500	500
411211 Variable Benefits	30,726	30,614	31,423	32,118	32,762
411213 Fixed Benefits	8,913	9,361	10,827	10,323	11,097
411214 Retiree Health Benefit	12,690	4,433	3,774	2,565	2,498
41131 Vehicle Allowance	-	-	-	-	-
41132 Mileage Reimbursement	-	-	-	200	200
4121 Books, Sub. & Memberships	854	1,118	1,714	1,500	1,500
41231 Travel	785	1,083	(190)	2,500	2,500
41232 Meetings	625	593	530	500	500
41234 Education	3,685	1,892	1,500	2,500	2,500
41235 Training	131	-	-	500	500
412400 Office Supplies	1,753	3,395	1,686	3,600	3,600
412440 Computer Supplies	-	-	-	285	285
412490 Miscellaneous Supplies	51	-	709	300	300
412511 Equipment O & M	659	-	900	300	300
412611 Telephone	1,154	1,093	1,114	1,032	1,072
41379 Professional Services	-	-	-	40,000	-
414111 IS Charges	60,654	24,643	40,035	16,287	23,723
4174 Equipment	1,650	-	581	5,770	5,770
Total Financing Uses	\$ 287,514	\$ 235,279	\$ 254,497	\$ 287,514	\$ 262,917

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2005	FY 2006	FY 2007
Appointed:					
Director	\$ 2,844.80	\$ 4,267.20	1.00	1.00	1.00
Full-time:					
Executive Secretary	\$ 1,112.00	\$ 1,668.00	1.00	1.00	1.00
Temporary / Seasonal:					
Graduate Intern	\$ 9.96	\$ 13.59			
Management Intern	\$ 9.27	\$ 12.64			
Total FTEs			2.00	2.00	2.00

ACCOUNTING

- Ensure compliance with State Fiscal Procedures Act in order to receive an unqualified opinion from independent auditors.
- Earn the Government Finance Officers Association (GFOA) Excellence in Financial Reporting Award.
- Prepare and distribute a monthly budget report on or before the tenth day of each month.

ACCOUNTS PAYABLE

- Ensure all payments comply with current city policy.
- Train departments on accounts payable, purchasing, travel, and city credit card policy.
- Pay 95% of all invoices on time.

PAYROLL

- Process payroll and associated payroll liabilities in an accurate and timely manner.
- Submit accurate quarterly and annual payroll returns by state and federal due dates.

RECEPTION & PBX

- Answer main city lines within three rings.
- Greet public providing directions and information in a knowledgeable and courteous manner.

TREASURY

- Train departments on proper cash procedures.
- Ensure compliance with State Money Management Act.

UTILITY BILLING

- Process all utility bills within three days after the meter read date.
- Collect 99.5% of the amount billed (less than 0.05% write-off rate).
- Implement e-government alternatives for customers.

Five-year Accomplishments

- Received 18 consecutive Excellence in Financial Reporting Awards from the GFOA.
- Converted utility billing from a bi-monthly to a monthly process. This doubled the number of payments received by the city without increasing the number of cashiers.
- Integrated the accounting for two additional entities (Alta Canyon Sports Center and River Oaks Golf Course) into the city's financial system without additional accounts payable, cashiering, or payroll personnel.
- Implemented credit card payment system allowing customer payment by credit card for city services.
- Implemented GASB 34 for fiscal year 2003.
- Improved the meter reading routes after completion of the automated meter conversion.
- Implemented the "budget billing" alternative for customers.

Performance Measures & Analysis

Governmental accounting continues to increase in complexity as the public requires more accountability of the use of public funds. The Governmental Accounting Standards Board (GASB) recently issued pronouncement 34. This pronouncement made sweeping changes to the scope and the content of required financial statements prepared by governmental entities. We implemented GASB 34 in fiscal year 2003, and it had a substantial impact on our workload. We anticipate on-going training and change to our current accounting processes in order to continue to comply with the intent of this and other pronouncements.

The city has been fortunate to obtain money for completion of capital projects to provide services to our citizens through federal grants and low interest bonding. The use of federal grants and creative financing tools like special improvement districts and sales tax and revenue bonds also requires additional accounting and compliance with federal and state laws.

An increasing percentage of our citizenry is sophisticated in the use of technology. We have many requests to provide more of our services in an electronic environment. We continue to dedicate time and resources to meet these requests where possible.

The measures below allow us to monitor our performance on the policies and objectives stated above and on our use of funds allocated to the Financial Services division.

Performance Measures & Analysis

Finance Services

Measure (Fiscal Year)	2003	2004	2005	2006*	2007**
ACCOUNTING					
Monthly Budget Reports prepared:					
on time	10	9	9	10	10
1-3 days late	2	3	2	2	2
more than 3 days	-	-	1	-	-
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Budget report info allows me to					
manage my budget	4.06	N/A	4.46	N/A	
Budget report is accurate	3.91	N/A	4.29	N/A	
Budget report is timely	3.94	N/A	4.31	N/A	
Budget information available on line	3.5	N/A	3.61	N/A	
Staff is helpful in providing info	4.14	N/A	4.53	N/A	
Info received is adequate to manage					
my projects	3.69	N/A	4.19	N/A	
I am trained to extract mgmt info.	3.38	N/A	3.85	N/A	
I am trained to manage fixed asset					
information	3.19	N/A	3.79	N/A	
Overall satisfaction	3.86	N/A	4.18	N/A	
ACCOUNTS PAYABLE					
Invoices processed annually	24,700	24,589	25,466	25,500	26,000
% of invoices paid late	2.80%	3.34%	3.33%	3.25%	3.25%
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Vendors paid promptly	4.58	N/A	4.73	N/A	
Payments are accurate	4.66	N/A	4.70	N/A	
Courteous and helpful staff	4.71	N/A	4.71	N/A	
Overall satisfaction	4.74	N/A	4.76	N/A	
PAYROLL					
Payroll checks processed annually	18,744	18,804	18,713	19,182	19,200
W-2's issued	950	974	957	985	990
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Check accurately reflects time					
submitted	4.83	N/A	4.89	N/A	
Courteous and helpful staff	4.8	N/A	4.84	N/A	
Pay stub and annual summary are					
easy to understand	4.62	N/A	4.62	N/A	
Overall satisfaction	4.8	N/A	4.80	N/A	
TREASURY					
Cash receipts processed annually	331,481	333,875	333,009	333,420	333,400
Customer Satisfaction Survey (rating scale: 1= very dissatisfied to 5= very satisfied)					
Adequate internal controls for					
receiving cash payments	4.42	N/A	4.54	N/A	
I am adequately trained in city policy	4.30	N/A	4.56	N/A	
Courteous and helpful staff	4.75	N/A	4.73	N/A	
Overall satisfaction	4.67	N/A	4.67	N/A	
UTILITY BILLING					
Number of Accounts by Utility:					
Water	26,611	26,788	26,907	27,196	27,394
Waste Collection	22,780	22,936	23,065	23,274	23,441
Storm Water	24,361	24,493	24,535	24,627	24,716
Street Lighting	1,184	1,038	900	633	516

* Estimated based on actual data through April 18.

** Targets for performance indicators and projections for workload indicators.

Performance Measures & Analysis (cont.)

Finance Services

Measure (Fiscal Year)	2003	2004	2005	2006*	2007**
Utility Billing Write-offs:					
Dollar Amount	\$25,866	\$23,289	\$8,271	\$10,458	\$10,458
% of Sales	0.133%	0.113%	0.044%	0.050%	0.050%
Number of Accounts	188	244	126	130	130

* Estimated based on actual data through April 18.

** Targets for performance indicators and projections for workload indicators.

Significant Budget Issues

1 Accountant II Position - An Accountant I was reclassified as an Accountant II.

Budget Information

Department 1720	2003 Actual	2004 Actual	2005 Actual	2006 Estimated	2007 Approved
Financing Sources:					
General Taxes & Revenue	\$ 459,510	\$ 395,298	\$ 328,511	\$ 285,242	\$ 313,177
Administrative Charges					
31411 Redevelopment Agency	7,534	6,220	5,018	5,883	8,136
31412 Water	302,403	297,996	378,047	434,820	451,770
31413 Waste Collection	84,312	153,424	177,893	140,615	126,931
31414 Fleet Operations	57,956	56,648	51,895	58,922	37,474
31415 Information Services	12,154	11,481	17,581	23,098	40,906
31416 Storm Water	61,268	66,301	64,277	60,388	64,909
31417 Alta Canyon	-	9,594	6,787	9,100	11,438
31418 Golf	-	2,648	3,439	4,430	4,498
31419 Amphitheater	-	-	-	-	244
314110 Recreation	-	-	-	-	1,692
314111 Risk Management	-	-	-	-	5,258
31492 Financing Services - Payroll	7,400	-	-	-	-
Total Financing Sources	\$ 992,537	\$ 999,610	\$ 1,033,448	\$ 1,022,498	\$ 1,066,433
Financing Uses:					
411111 Regular Pay	\$ 605,222	\$ 624,348	\$ 614,728	\$ 605,809	\$ 636,590
411113 Vacation Accrual	-	-	6,336	920	1,254
411121 Temporary/Seasonal Pay	22,842	16,871	8,394	19,059	19,440
411131 Overtime/Gap	4,934	1,851	1,638	2,500	2,500
411211 Variable Benefits	131,314	132,305	129,035	131,141	138,296
411213 Fixed Benefits	102,586	108,401	106,495	96,806	104,044
411214 Retiree Health Benefit	2,277	3,970	3,643	4,251	4,316
41132 Mileage Reimbursement	92	256	670	1,500	1,500
4121 Books, Sub. & Memberships	1,849	1,799	2,777	2,000	2,000
41231 Travel	4,704	714	1,400	1,450	1,450
41232 Meetings	500	255	318	500	500
41235 Training	4,320	951	4,148	6,000	6,000
412400 Office Supplies	15,598	5,653	9,572	13,000	13,000
412440 Computer Supplies	-	-	2,072	1,244	1,244
412445 Billing Supplies	12,331	12,603	13,358	15,000	15,000
412511 Equipment O & M	1,051	987	1,348	3,000	3,000
412611 Telephone	8,781	7,670	8,484	9,802	10,122
414111 IS Charges	70,053	75,168	83,141	103,516	101,177
4174 Equipment	4,083	5,808	35,891	5,000	5,000
Total Financing Uses	\$ 992,537	\$ 999,610	\$ 1,033,448	\$ 1,022,498	\$ 1,066,433

Budget Information

Finance Services

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2005	FY 2006	FY 2007
Appointed:					
Deputy Director	\$ 2,579.20	\$ 3,868.80	1.00	0.00	0.00
City Treasurer	\$ 2,081.60	\$ 3,122.40	0.00	1.00	1.00
Controller	\$ 1,939.20	\$ 2,908.80	1.00	0.00	0.00
Controller	\$ 1,939.20	\$ 2,908.80	1.00	1.00	1.00
Full-time:					
Accountant II	\$ 1,621.60	\$ 2,432.40	0.00	0.00	1.00
Accountant	\$ 1,349.60	\$ 2,024.40	2.00	2.00	1.00
Accounting Technician	\$ 1,280.80	\$ 1,921.20	1.00	1.00	1.00
Utility Billing Lead Supervisor	\$ 1,280.80	\$ 1,921.20	1.00	1.00	1.00
Accounts Payable Specialist	\$ 1,036.80	\$ 1,555.20	2.00	2.00	2.00
Utility Billing Account Supervisor	\$ 898.40	\$ 1,347.60	5.00	5.00	5.00
Cashier	\$ 898.40	\$ 1,347.60	1.00	1.00	1.00
Part-time:					
Cashier	\$ 11.23	\$ 16.85	2.25	2.25	2.25
Temporary / Seasonal:			1.00	1.00	1.00
Graduate Intern	\$ 9.96	\$ 13.59			
Undergraduate Intern	\$ 9.27	\$ 12.64			
Total FTEs			18.25	17.25	17.25

1
1

Fee Information	2003 Approved	2004 Approved	2005 Approved	2006 Approved	2007 Approved
3184 Collection Fees					
Non Metered Accounts			Constable Fees		
Returned Checks					
Returned from Bank	\$20	\$25	\$25	\$25	\$25
To Legal Department for Collection	\$35	40	\$40	\$40	\$40
Sundry Billings					
To Legal Department for Collection	\$150	175	\$175	\$175	\$175
31491 Sale of Maps, Copies & Information					
Audit	\$20	\$20	\$20	\$25	\$25
Budget Book	\$20	\$20	\$20	\$25	\$25
31497 Franchise Application Fee	\$500	\$550	\$550	\$550	\$550
31496 IRB Review Fee	\$2,600	\$2,825	\$2,825	\$2,825	\$2,825
3116 Innkeeper Fee - per Ordinance	1.5%	1.5%	1.5%	1.5%	1.5%

BUDGET

Provide timely, relevant financial information to facilitate the City Administration and Council in making planning and policy decisions.

- Estimate revenues conservatively. Actual general fund revenue should exceed the budget by 1 to 3 percent.
- Provide needed information and advice during the budget process.
- Be fair when considering budget requests given city resources and priorities.

Communicate the final budget effectively to the public, the media, city employees, the auditors, bonding agencies, and other interested parties.

- Prepare a budget document that meets the criteria for the GFOA's Distinguished Budget Presentation Award.
- Make the final budget available within 15 working days after the start of the fiscal year in book form, on the city network, and on the internet.

Serve as a valuable resource to city departments by providing the financial information and feedback necessary for the lawful and efficient operation of city government.

- Publish budget documents and reports that are accurate.
- Publish monthly progress reports showing any amendments and accurate comparisons of year to date budget vs. actual figures.

PURCHASING

Procure high quality services and supplies in a timely manner at a competitive price.

- Process requisitions daily.
- Process purchase orders daily.
- Support the departments by answering questions and providing training.

Promote an ethical environment in which vendors can fairly compete for city business.

- Monitor purchases for compliance with city ordinances and policies.
- Notify, when practical, all interested vendors of opportunities to bid.
 - o Create a database of interested vendors and the commodities or services that they provide.
 - o Create a web-based application where vendors can register their interest to do business with the city.

Five-year Accomplishments

BUDGET

- Implemented a new budget book format intended to enhance accountability and the review process.
- Received the Distinguished Budget Presentation Award from the Government Finance Officers Association (GFOA).
- Improved overall scores between the FY 2003 and FY 2005 internal customer satisfaction surveys.
- Developed a comprehensive summary budget that serves as a "liftable budget" for interested parties.

PURCHASING

- Created reports that track department compliance and reduced non-compliance as illustrated on the next page.
- Added processes to the financial system for check requests, travel, and credit cards that work similar to the purchase order process and trained department buyers.
- Improved customer satisfaction scores between the FY 2003 and FY 2005 survey particularly in the areas of training and compliance.

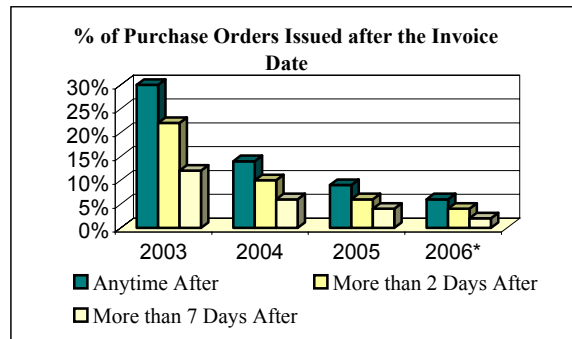
Performance Measures & Analysis

Customer feedback on budget services reflects improved satisfaction. All areas surveyed now rank 4.3 or higher on a scale of one to five with five being very satisfied. The past two budget documents have received the Distinguished Budget Presentation Award. Revenue forecasts are again generally underestimating actual collections with the improving economy. Only the water and golf funds had a negative revenue variance in FY 2005. The unusually high variance for FY 2005 in the storm water fund was due to late fees and interest associated with a legal case. Further adjustments in the FY 2007 forecast should result in further improvements.

Performance Measures & Analysis (cont.)

Budget Services

Purchasing compliance continues to improve as illustrated in the chart to the right. During FY 2004, a TQM team implemented some changes to the purchasing process and conducted additional training. Department buyers have responded positively to the initiatives and an increasing number of purchase orders are now issued timely as illustrated in the chart. Furthermore, when surveyed, department buyers indicated that they feel that purchasing is doing a better job of both training them on the purchasing ordinance and keeping them in compliance.



Measure (Fiscal Year)	2003	2004	2005	2006*	2007**
BUDGET					
Accuracy Rate in Forecasting Revenue (actuals as + or - percent of forecast)					
General Fund	-2.4%	1.4%	7.6%	6.9%	2.0%
Recreation Fund	-23.3%	-8.2%	2.1%	3.9%	0.0%
Storm Water Operating Fund	-3.5%	2.6%	19.6%	3.4%	1.0%
Water Fund	-3.1%	5.4%	-2.0%	7.7%	1.0%
Weekly Waste Collection Fund	-0.3%	0.4%	2.2%	1.5%	1.0%
Golf Fund	-10.7%	-12.6%	-11.0%	-1.8%	0.0%
Customer Satisfaction Survey (rating scale: 1 = very dissatisfied to 5 = very satisfied)					
Provides needed information and advice during the budget process	3.82	N/A	4.38	N/A	
Fairly considers requests given city resources and priorities	3.85	N/A	4.30	N/A	
The final budget is accurate	4.29	N/A	4.47	N/A	
GFOA Distinguished Budget Presentation Award	N/A	N/A	Yes	Yes	Yes
PURCHASING					
Number of Purchase Orders Issued after the Invoice Date					
Anytime After	30%	14%	9%	6%	4%
More than 2 Days After	22%	10%	6%	4%	3%
More than 7 Days After	12%	6%	4%	2%	1%
Number of Purchase Orders Issued					
Under \$1,000 - issued by the dept.	5,963	5,938	5,170	4,800	4,700
Under \$1,000 - issued by purchasing	815	803	774	730	700
Between \$1,000 and \$2,500	673	599	684	741	775
Over \$2,500	678	597	622	652	675
Number of Change Orders Processed	437	411	420	525	500
Customer Satisfaction Survey (rating scale: 1 = very dissatisfied to 5 = very satisfied)					
Processes purchase orders in a timely manner	4.36	N/A	4.52	N/A	
Helpful when preparing invitations for bids & requests for proposals	4.49	N/A	4.48	N/A	
Keeps me in compliance with the purchasing ordinance	4.50	N/A	4.67	N/A	
Answers questions helpfully and courteously	4.50	N/A	4.54	N/A	
Gives me adequate training on the purchasing ordinance	4.06	N/A	4.31	N/A	

* Estimated based on actual data through April 18.

** Targets for performance indicators and projections for workload indicators.

Significant Budget Issues

Budget Services

1 Financial Manager Position - This position was changed to a Management Analyst position.

Budget Information

Department 1730	2003 Actual	2004 Actual	2005 Actual	2006 Estimated	2007 Approved
Financing Sources:					
General Taxes & Revenue	\$ 129,552	\$ 134,023	\$ 134,738	\$ 243,118	\$ 172,946
Administrative Charges					
31411 Redevelopment Agency	6,599	6,708	5,524	6,238	10,222
31412 Water	30,100	33,212	37,132	45,327	56,984
31413 Waste Collection	3,405	4,839	4,874	9,813	13,888
31414 Fleet Operations	21,463	23,005	22,773	21,941	15,529
31415 Information Services	3,926	3,208	3,344	3,594	9,595
31416 Storm Water	7,933	9,281	8,241	9,619	13,802
31417 Alta Canyon	-	6,040	4,868	6,149	9,329
31418 Golf	-	2,176	3,394	4,275	5,039
31419 Amphitheater	-	-	-	-	355
314110 Recreation	-	-	-	-	1,662
314111 Risk Management	3,926	3,208	3,344	3,594	7,013
Total Financing Sources	\$ 206,904	\$ 225,700	\$ 228,232	\$ 353,668	\$ 316,364
Financing Uses:					
411111 Regular Pay	\$ 144,949	\$ 156,743	\$ 157,895	\$ 246,069	\$ 220,507
411113 Vacation Accrual	-	-	-	710	731
411211 Variable Benefits	31,007	32,885	33,362	53,225	47,702
411213 Fixed Benefits	15,932	21,228	21,493	31,483	23,962
411214 Retiree Health Benefit	1,267	1,892	1,969	2,006	2,006
41131 Vehicle Allowance	3,156	3,168	3,156	3,144	3,564
41132 Mileage Reimbursement	33	42	40	50	50
4121 Books, Sub. & Memberships	30	390	200	350	350
41231 Travel	1,450	1,378	200	2,750	2,750
41232 Meetings	-	-	35	-	-
41235 Training	1,029	95	-	1,450	1,450
412400 Office Supplies	709	524	715	800	800
412435 Printing	44	-	-	-	-
412611 Telephone	825	737	750	1,117	1,159
414111 IS Charges	6,473	6,618	7,622	9,514	10,333
4174 Equipment	-	-	795	1,000	1,000
Total Financing Uses	\$ 206,904	\$ 225,700	\$ 228,232	\$ 353,668	\$ 316,364

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2005	FY 2006	FY 2007
Appointed:					
Deputy Director	\$ 2,579.20	\$ 3,868.80	1.00	1.00	1.00
Financial Manager	\$ 1,939.20	\$ 2,908.80	0.00	1.00	0.00
Full-time:					
Purchasing Agent	\$ 1,621.60	\$ 2,432.40	1.00	1.00	1.00
Management Analyst	\$ 1,511.20	\$ 2,266.80	0.00	0.00	1.00
Part-time:					
Purchasing Assistant	\$ 11.23	\$ 16.85	0.50	0.50	0.50
Total FTEs			2.50	3.50	3.50

- The Information Services (IS) Division is an internal service fund and as such charges fees for each computer, telephone, or connection to the various data systems. The revenue collected from these fees is intended to cover both the full operating and long-term capital costs of the services provided. The objective is to meet the service needs of the city departments at the lowest possible fee.
- The services and equipment covered by the IS and telephone fees are detailed in a statement of service levels that is reviewed annually with the IS Steering committee which is made up of department representatives.
- The IS and telephone charges include a capital component that funds a capital plan based on the replacement values and useful lives of all capital equipment within the fund. The fee is adequate to replace all equipment at the assumed useful life while maintaining a positive fund balance through a ten-year time horizon which is also the longest useful life of any piece of equipment. The IS fund balance fluctuates based on the timing of capital purchases. The assumptions used in the capital plan are adjusted annually and reviewed by the IS Steering Committee.

Five-year Accomplishments

- Completed the city Wide Area Network (WAN) which interconnects city facilities for voice and data communications. The network is diagrammed on the map located on the Finance & Information Services tab.
- Installed wireless connections which make the WAN more efficient by providing more bandwidth and eliminating the monthly rental of land lines.
- Implemented a capital plan that allows for the systematic replacement of the city's information and communication systems without incurring debt financing.
- Implemented many new services such as the ability to access email from the internet, wireless access to the network within City Hall, the ability to send faxes from the network, and document imaging.

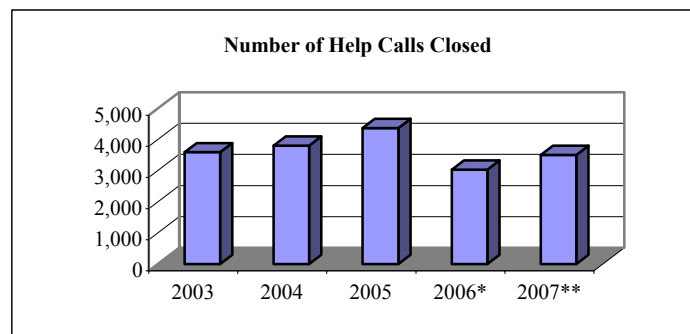
Performance Measures & Analysis

City employees continue to use more technology to do their jobs. This increase has resulted in more calls for service. In response to the additional calls, an additional technician was hired in October 2003. As a result, the proportion of help calls that take more than a week to resolve has decreased from a high of over 13% in FY 2002 to less than 6%. The proportion of help calls resolved the same day has stabilized after declining in recent years.

Measure (Fiscal Year)	2003	2004	2005	2006*	2007**
Workload Indicators					
Supported PC's and Printers	363	379	363	373	394
Number of Telephones	371	426	444	477	500
Number of Financial System Connections	576	603	575	684	682
Number of GroupWise Connections	399	458	467	481	476
Number of Court System Connections	24	25	25	25	26
Number of GIS System Connections	51	50	62	83	84
No. of Document Imaging Connections	47	47	49	112	110
Number of Help Calls Closed	3589	3799	4366	3029	3500
Number of Projects Closed	145	184	188	206	200

* Estimated based on actual data through April 18.

** Targets for performance indicators and projections for workload indicators.



Performance Measures & Analysis

Fund 64 - Information Services

Measure (Fiscal Year)	2003	2004	2005	2006*	2007**
Efficiency Indicators					
% of Help Calls Closed the Same Day	58.34%	59.31%	78.61%	80.44%	80.00%
% of Help Calls Open More than 1 Week	8.95%	6.06%	4.58%	4.36%	4.50%

The customer survey solicited response in three general categories illustrated below. **"Help Desk**

Procedures" has to do with how well the call was handled, if it was assigned to the appropriate technician, if help was available when needed, if the caller's needs were met, and if calls were lost. **"Call resolution"** rated the response to calls on the basis of courtesy, effectiveness, helpfulness, promptness, and problem solving.

"Overall Performance" has to do with the overall performance of each system managed by IS. The survey results for Network PCs and Printers include all three categories. The results for other systems include

"Overall Performance" only.

Network PCs and Printers				
Help Desk Procedures	3.54	N/A	3.89	N/A
Call Resolution	3.56	N/A	3.99	N/A
Overall Performance	3.85	N/A	3.99	N/A
Telephones and Voicemail	3.84	N/A	4.11	N/A
Financial System	3.49	N/A	4.27	N/A
Court System	3.33	N/A	3.22	N/A
Geographic Information System	4.06	N/A	4.35	N/A
Document Imaging	3.17	N/A	3.15	N/A

* Estimated based on actual data through April 18.

** Targets for performance indicators and projections for workload indicators.

Significant Budget Issues

- 1 Voice Communications** - The wireless network has made it possible to reduce the number of leased lines used for telephone communications between city facilities which keeps the cost of telephone service low.
- 2 Administrative Charges** - The administrative charge paid to the general fund was increased to 50% of the amount determined in the study which makes the charge consistent with that paid by the other internal service funds.
- 3 GIS Technician I/II Position** - The change is attributed to hiring for a vacant position during the year at the GIS Technician II level.
- 4 GIS Connection Costs** - The GIS connection charge decreased due to a staff vacancy and because the GIS Coordinator temporarily shifted his focus to a PC/Network application which also resulted in an increase in the connection charge to the PC Network.

Budget Information

Fund 64 - Information Services

Department 1724	2003 Actual	2004 Actual	2005 Actual	2006 Estimated	2007 Approved
Financing Sources:					
31491 Sale of Maps & Copies	\$ 1,781	\$ 1,200	\$ 739	\$ 306	\$ 1,149
3169 Sundry Revenue	61,225	62,114	65,844	62,000	67,000
318261 IS Charges	765,988	868,865	834,480	926,802	977,910
318262 Telephone Charges	145,163	146,517	163,619	133,347	146,456
3361 Interest Income	14,923	6,880	16,107	15,000	42,281
3392 Sale of Fixed Assets	1,737	4,332	3,870	-	-
Total Financing Sources	\$ 990,817	\$ 1,089,908	\$ 1,084,659	\$ 1,137,455	\$ 1,234,796
Financing Uses:					
411111 Regular Pay	\$ 341,093	\$ 357,000	\$ 372,776	\$ 400,910	\$ 424,758
411135 On Call Pay	3,494	3,568	3,442	3,650	5,475
411211 Variable Benefits	73,003	75,365	77,856	88,156	100,206
411213 Fixed Benefits	55,594	63,245	64,401	67,160	71,459
41132 Mileage Reimbursement	1,497	1,835	1,280	1,200	1,400
4121 Books, Sub. & Memberships	129	477	344	650	650
41231 Travel	4,117	3,233	13,417	3,360	3,360
41235 Training	1,793	2,606	708	8,000	8,000
412400 Office Supplies	825	769	1,178	1,000	1,000
412420 Postage	652	219	161	100	100
412440 Computer Supplies	42,073	33,841	4,348	6,894	6,894
412511 Equipment O & M	14,407	14,186	6,828	21,476	24,456
412611 Telephone	1,164	999	673	800	1,400
41312 Data Communications	27,101	24,934	23,774	20,922	21,865
413130 Software Maintenance	107,804	109,557	112,261	116,235	124,708
41315 Voice Communications	52,534	38,095	28,338	42,421	29,325
41379 Professional Services	6,604	3,811	1,010	8,657	8,657
41401 Administrative Charges	59,108	62,063	65,166	68,424	153,526
4175 Software Licenses	-	25,000	-	42,082	-
4374 Equipment	503,399	83,206	70,275	196,278	233,600
441310 Transfer Out - Debt Svc. Funds	100,000	-	-	-	-
Total Financing Uses	1,396,391	904,009	848,236	1,098,375	1,220,839
Excess (Deficiency) of Financing Sources over Financing Uses	(405,574)	185,899	236,423	39,080	13,957
Accrual Adjustment	19,456	(8,885)	-	-	-
Balance - Beginning	776,394	390,276	567,290	803,713	842,793
Balance - Ending	\$ 390,276	\$ 567,290	\$ 803,713	\$ 842,793	\$ 856,750

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Budget Information

Fund 64 - Information Services

Staffing Information	Bi-weekly Salary		Full-time Equivalent		
	Minimum	Maximum	FY 2005	FY 2006	FY 2007
Appointed:					
Information Services Director	\$ 2,400.00	\$ 3,600.00	1.00	1.00	1.00
Full-time:					
Programmer / Analyst	\$ 1,805.60	\$ 2,708.40	1.00	1.00	1.00
GIS Administrator	\$ 1,621.60	\$ 2,432.40	1.00	1.00	1.00
Network Administrator	\$ 1,621.60	\$ 2,432.40	1.00	1.00	1.00
IS Technician III	\$ 1,349.60	\$ 2,024.40	1.00	1.00	1.00
IS Technician II	\$ 1,280.80	\$ 1,921.20	1.00	1.00	1.00
GIS Technician II	\$ 1,280.80	\$ 1,921.20	0.00	0.00	1.00
IS Technician I	\$ 1,112.00	\$ 1,668.00	1.00	1.00	1.00
GIS Technician I	\$ 1,112.00	\$ 1,668.00	1.00	1.00	0.00
Total FTEs			8.00	8.00	8.00

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Fee Information	2003 Approved	2004 Approved	2005 Approved	2006 Approved	2007 Approved
31491 Sale of Maps, Copies & Information					
Custom Staff Work (including information requests, programming, maps, and database searches - charged per hr with a 1 hr minimum - printing or copying is charged separately)	\$75	\$80	\$80	\$80	\$85
Black and White Copies (per page + postage)					
8 1/2 x 11	\$0.14	\$0.14	\$0.14	\$0.14	\$0.15
8 1/2 x 14	N/A	\$0.20	\$0.20	\$0.20	\$0.21
11 x 17	\$0.30	\$0.32	\$0.32	\$0.32	\$0.33
24 x 36	\$5.20	\$5.40	\$5.40	\$5.40	\$5.65
36 x 48	\$8.25	\$8.60	\$8.60	\$8.60	\$9.00
Color Copies and Printing (per page + postage)					
8 1/2 x 11	\$1.60	\$1.66	\$1.66	\$1.66	\$1.66
11 x 17	\$2.10	\$2.18	\$2.18	\$2.18	\$2.18
24 x 36	\$17	\$18	\$18	\$18	\$18
36 x 48	\$22	\$23	\$23	\$23	\$23
Aerial Photography as TIF File (per quarter section + postage)	\$105	\$100	\$100	\$100	\$100
Contours and Elevations as DWG File (per quarter section + postage)	\$75	\$70	\$70	\$70	\$70
GIS Layers in Electronic Format					
318261 IS Charges					
Cost per Harris Module Connection per Yr					
Operating	\$211.09	\$216.25	\$226.11	\$206.77	\$237.19
Capital	\$73.11	\$70.59	\$78.31	\$61.40	\$51.65
Cost per Court System Connection per Yr					
Operating	\$268.75	\$397.08	\$299.06	\$353.69	\$362.66
Capital	\$229.00	\$221.97	\$234.75	\$219.23	\$176.73
Cost per GIS System Connection per Yr					
Operating	\$1,245.39	\$1,203.86	\$608.48	\$1,483.57	\$920.12
Capital	\$396.24	\$384.67	\$332.11	\$152.98	\$126.73

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Budget Information (cont.)

Fund 64 - Information Services

Fee Information	2003 Approved	2004 Approved	2005 Approved	2006 Approved	2007 Approved
Cost per GroupWise Connection per Yr					
Operating	\$14.75	\$20.13	\$19.74	\$24.63	\$23.57
Cost per Document Imaging Connection per Yr					
Operating	\$326.24	\$381.19	\$345.88	\$188.57	\$214.36
Capital	\$342.37	\$342.37	\$334.01	\$125.25	\$106.92
Cost per Network Connection per Yr					
Operating	\$1,159.02	\$1,123.04	\$1,464.68	\$1,545.34	\$1,728.80
Capital	\$92.69	\$132.32	\$179.84	\$171.15	\$152.63
318262 Telephone Charges					
Cost per Telephone per Yr					
Operating	\$304.04	\$254.62	\$282.13	\$212.53	\$239.30
Capital	\$80.28	\$75.81	\$74.65	\$67.03	\$53.61

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Capital Budget - Fund 641	2006 Budgeted	2007 Approved	2008 Planned	2009 Planned	2010 Planned
64001 - General Equipment - FY 2007 request includes a scheduled replacement of a PC for the Information Services staff. Also includes \$50,000 equipment contingency for unscheduled adjustments to the capital plan.	\$ 53,778	\$ 52,200	\$ 60,700	\$ 51,600	\$ 52,500
64002 - Financial Software - The city's financial software is scheduled to be replaced in FY 2009. An option is being explored to upgrade to new software with our current vendor at a significantly reduced cost. All options will be thoroughly explored before the scheduled replacement date, including the option of making no changes at all.	\$ -	\$ -	\$ -	\$ 400,000	\$ -
64003 - Citywide GIS - An update of the aerial photos is scheduled for FY 2007 and an interim modification in FY 2009. The server and main plotter are scheduled for replacement in FY 2008.	\$ -	\$ 32,000	\$ 25,000	\$ 12,500	\$ -
64005 - IT Projects - Police & Fire - This money was set aside by the police department through equipment management savings and is held in reserve for their computer equipment replacement.	\$ 46,768	\$ -	\$ -	\$ -	\$ -
64011 - Informix Software Upgrade - This money was set aside by the justice court through equipment management savings and is held in reserve to upgrade their database software.	\$ 23,458	\$ -	\$ -	\$ -	\$ -
64012 - Telephone Switch - A five-year maintenance contract on the telephone switch is scheduled for renewal in FY 2008.	\$ -	\$ -	\$ 50,000	\$ -	\$ -
64013 - Development Tracking Software - This is software for the community development department that is funded by an increase in business license fees and building permits. The increased revenue is tracked separately in account 3169 (Sundry Revenue). The software will not be purchased until the revenue collected is adequate to fund the purchase and until the City Council gives final approval.	\$ 250,974	\$ 67,000	\$ -	\$ -	\$ -
64014 - Prosecution/Court Integration - This funds the final phase of a project that integrates the police, court, and prosecution databases in a way that maintains separate systems but prevents triple input and results in significant clerical savings.	\$ 19,000	\$ -	\$ -	\$ -	\$ -

Budget Information (cont.)
Fund 64 - Information Services

Capital Budget	2006 Budgeted	2007 Approved	2008 Planned	2009 Planned	2010 Planned
64015 - Accounting Software Server - Scheduled replacement for the server that runs the accounting software is in FY 2008.	\$ -	\$ -	\$ 30,000	\$ -	\$ -
64017 - Main Network Server - The main network server is scheduled for replacement in FY 2008.	\$ -	\$ -	\$ 13,000	\$ -	\$ -
64018 - Uninterrupted Power Supply - The UPS batteries are scheduled for replacement at City Hall and various remote sites in FY 2010.	\$ -	\$ -	\$ -	\$ -	\$ 7,000
64019 - Tape Library - The tape library used to back up all systems is scheduled for replacement in FY 2009.	\$ -	\$ -		\$ 10,000	\$ -
64020 - LLEBG Grant Match - This money was set aside by the police department through equipment management savings and is being used as a match for a grant they will use to buy computer equipment.	\$ 6,877	\$ -	\$ -	\$ -	\$ -
64022 - Court Server - The court system server was replaced in FY 2006.	\$ 30,000	\$ -	\$ -	\$ -	\$ -
64023 - Remote Servers - The servers at Parks and Fire are scheduled for replacement in FY 2008. The Public Works server is scheduled for replacement in FY 2009 and the Public Utilities server is scheduled for replacement in FY 2010.	\$ -	\$ -	\$ 11,000	\$ 7,500	\$ 7,500
64024 - City Hall Website Design - This money was set aside to improve the City's Website.	\$ 38,981	\$ -	\$ -	\$ -	\$ -
64025 - Wireless Network Radios - Replacement for the radios that transmit data across the wireless network is scheduled as needed.	\$ 15,000	\$ 32,400	\$ 43,200	\$ -	\$ 5,400
64026 - Data Switches - Replacement for one of the data switches in City Hall is scheduled for FY 2007 and the other switch in FY 2008. The data switches for the outlying buildings are also scheduled for replacement in FY 2008 through FY 2010.	\$ -	\$ 50,000	\$ 81,500	\$ 2,700	\$ 1,800
64027 - Secure Server for Internet Payments - This funds a server for internet payments. The server will be used to install the Northstar Utility Billing software.	\$ 9,950	\$ -	\$ -	\$ -	\$ -
64028 - GPS Units - Public Works - This money is the remaining GPS funding and is available to replace the survey GPS unit used by Public Works. Future replacements will be the department's responsibility.	\$ 12,100	\$ -	\$ -	\$ -	\$ -
64029 - GPS Units - Public Utilities - This money is the remaining GPS funding and is available to replace the survey GPS unit used by Public Utilities. Future replacements will be the department's responsibility.	\$ 19,200	\$ -	\$ -	\$ -	\$ -
64030 - GPS Units - Parks - This money is the remaining GPS funding and is available to replace the survey GPS unit used by Parks. Future replacements will be the department's responsibility.	\$ 4,200	\$ -	\$ -	\$ -	\$ -
Total Capital Budget	\$ 530,286	\$ 233,600	\$ 314,400	\$ 484,300	\$ 74,200

